



PCM by Name Program Fact File:



What is the Tool?

Primary Care Manager by Name (PCMBN) is a DoD initiative that assigns a Primary Care Manager to each enrolled beneficiary. Primary Care Managers (PCMs) are usually primary care physicians or other primary care healthcare providers. In certain circumstances, specialty physicians may also be assigned as PCMs. Working collaboratively with the patient, the PCM is charged with managing the health and wellness of each assigned beneficiary. This relationship establishes an environment of primary care management in which each PCM knows their patient population and is responsible for managing the delivery of healthcare services to maximize health, conserving healthcare resources, and optimizing the health and wellness of their assigned patients.



Why is the tool useful for Optimization and Population Health Improvement?

Population health improvement is entirely dependent on establishing a partnership of caring and respect between patient and provider. The provider must take responsibility for delivering quality care and preventive services to the patient and the patient must work collaboratively with the provider to take ownership of their own health and wellness. The patient-physician bond strengthens as familiarity grows and the assigning of a PCM forges that initial bond. Optimization seeks to improve the efficiency of healthcare delivery as well as the quality of our healthcare outcomes. Once a PCM knows the healthcare needs of their assigned patients, less time is spent recreating medical history and more time can be spent attending to prevention, wellness, and education. Satisfaction increases, wellness increases, healthcare utilization decreases, healthcare outcomes improve, and healthcare costs decrease.



Who needs the tool?

Every MTF or medical activity that provides primary healthcare and/or has responsibility for assigning PCMs to beneficiaries needs to review these tools. Healthcare managers and commanders also need to review these tools and apply them to effect a primary care management culture change within their organization.



How will the tool be used to support the answers to the question of "why"?

PCMBN tools are comprised of a PCMBN Program and Project Management toolkit, a PCMBN Program Improvement Toolkit, and a Marketing and Communications toolkit. Standardized Business Rules for assigning a PCM have also been developed. The toolkits provide information, tips, and management ideas for assigning PCMs and for using the established patient-provider relationship to leverage change in a healthcare organization. The Business Rules provide general guidance for uniform application of PCM assignment processes throughout the enterprise. The actual PCM assignment process requires data entry into the MCP enrollment module of CHCS. This system has been impacted by the recent migration of DEERS to Phase 1 New DEERS (National Enrollment Database). Technical and instruction manuals are included here to assist the PCM assigning entity accomplish this task.



What is the proper **use** of this tool?

Per HA Policy, every beneficiary will be assigned a specific PCM by name. Each PCM will be part of a PCM group that will provide backup when the assigned PCM is not available. PCM assignment will be used to guide primary care appointments and access to care standards will measure the ability of a patient to be seen by their PCM or PCM group in a prescribed period of time. The tools should be used to accomplish PCM assignment, educate PCMs and patients on the provider/patient relationship, and foster the development of a true primary care management culture within our healthcare facilities.

Use these links to access metrics on tools and links currently used to measure success of the PCMBN program.

<http://www.tricare.osd.mil/tools/ScratchPad/toc/ScratchPad.htm>

<http://tricare.osd.mil/reptcard/tops/topsrept.html>



Who **manages** the tool at the local level?

PCMBN assignment is the responsibility of the Commander of the individual healthcare facility. The actual assignment and management process may be delegated as the Commander sees fit. In many cases the Managed Care Support Contractors have contractual obligations or working arrangements with the MTF to perform the PCM assignments. In these cases however, the MTF still bears the responsibility of tracking provider capacity, making medical determinations of PCM assignment appropriateness, and compiling directories of PCMs available for assignment.